

3. On May 27, 2008, I fielded a call from a consumer who had mistakenly ordered a Multi-Vet collar that appeared in Multi-Vet's knock-off packaging online, thinking it was Premier's GENTLE SPRAY product.

4. This customer was the client of a dog trainer. The trainer had specifically recommended that the customer purchase a Premier GENTLE SPRAY anti-bark collar. The customer went online to order a GENTLE SPRAY anti-bark collar from www.entirelypets.com. While on the website, the customer clicked on a link that described the Premier GENTLE SPRAY product. She subsequently received a Multi-Vet GENTLE SPRAY anti-bark collar rather than a Premier GENTLE SPRAY anti-bark collar. This pet owner wanted Premier's GENTLE SPRAY product based on the recommendation of her trainer and was sufficiently concerned to contact us directly to resolve the confusion.

I declare under the penalty of perjury that the foregoing is true and correct.

July 10, 2008

Date

Holly Graham
Holly Graham